

Small Business Reports—Index 1993

CASH MANAGEMENT

Collections With a Smile (customer service-oriented credit department)—**Davies**; Septemberp.41

Cutting Travel Costs—**Shellenberger**; Decemberp.13

Look Before You Lease (negotiating a commercial lease)—**Webber**; Januaryp.21

Playing Favorites (dealing with bankrupt customers)—**Winningshoff**; Marchp.20

Power Plays (cutting electrical bills)—**Mandell**; Februaryp.51

EMPLOYEE BENEFITS

Attendance Required (cutting sick-time abuse)—**Markowich**; Septemberp. 13

Everything Within Reason (defending executive pay)—**Schultz and Fried**; Mayp.45

Financing the Golden Years (developing a 401(k) plan)—**Harding**; Junep.45

Honesty Is the Best Policy (communicating benefits information)—**Maeyer**; Marchp.45

It's What You Do That Counts (skill-based pay)—**Williamson**; Octoberp.16

EXECUTIVE ISSUES

Analysis Paralysis (business lessons from the Rodney King trial)—**Harari**; August p.60

Don't Let It Go To Your Head (avoiding pitfalls of success)—**Harari**; Octoberp.59

ELVIS Lives! (managing executive infighting)—**Woodell**; Aprilp.60

FAMILY BUSINESS

And Business Makes Three (copreneurial couples)—**Garrett**; Septemberp.27

A Family Affair (family retreats)—**Garrett**; Octoberp.10

Succession By Consensus (family councils)—**Jaffie**; Decemberp.42

Keeping It All In The Family (restricting sale of company stock in the event of a divorce)—**Delaney**; Junep.60

Move Over, Dad (succession planning)—**Stier**; Januaryp.11

The Outsiders (compensating non-family managers)—**Nawrocki**; Julyp.15

FINANCE

Bridging the Capital Gap (mezzanine funds)—**Levine**; Decemberp.18

Courting Your Banker—**Mahoney**; Aprilp.50

Financing Your Receivables—**Winningshoff**; Novemberp.53

Guardian Angels (business angels)—**Winningshoff**; Aprilp.30

HEALTHCARE

The Big Freeze (forming a healthcare coalition)—**Nichols**; Mayp.11

Going with an HMO—**Havlish and McNamara**; Aprilp.15

A Healthy Dose of Motivation (health incen-

Small Business Reports—Index 1993

tives)—**Jacobs**; Februaryp.16
Rating Your Broker—**Turpin**; Junep.15

HUMAN RESOURCES

Can This Employee Be Saved? (dealing with problem employees)—**Garrett**; Decemberp.26
Handling Layoffs—**Harari**; Decemberp.9
Long-Distance Employees (working with telecommuters)—**Broadwell**; Augustp.44
Nothing But the Truth (getting employment references)—**Messmer**; Marchp.11
Parting Words (exit interviews)—**Messmer**; Septemberp.9
The Ratings Game (performance appraisals)—**Jacobs**; Octoberp. 21
Turning a New Leave (complying with the Family and Medical Leave Act)—**Plavner**; Julyp.44
What A Catch! (hiring “overqualified” executives)—**Ervin**; Novemberp.14

INSURANCE

Who Will Pay the Bills? (disability insurance)—**MacGrath**; Junep.55

INTERNATIONAL STRATEGIES

Free Trade With Mexico—**Neff**; Februaryp.30
Payments from Afar (checking credit of foreign customers)—**Jacobs**; Mayp.21
The Seal of Approval (ISO 9000)—**Nichols**; Septemberp.57

LEGAL

The Dangers of Secondhand Smoke (no-smoking policies)—**Kauffman**; Augustp.21

Defending Against Malpractice—**Murray**; Januaryp.46
Keeping Clean (disposing of hazardous waste)—**Grattan**; Marchp.50
Keeping Teamwork Legal—**Miscimarra and Kauffman**; Mayp.16
A Lawyerly Sum (legal bill audits)—**Greenfield**; Junep.20
Making Peace With Employees (keeping employee grievances out of court)—**Thorne**; Septemberp.18
The Paper Chase (obtaining work authorization for alien employees)—**Reid**; Februaryp.45
Timing Is Everything (when not to fire an employee)—**Bordwin**; Novemberp.43

MANAGEMENT

All Aboard (wooing outside board directors)—**Serwat**; Junep.10
Back from the Brink (averting financial crises)—**Caplan**; Octoberp.30
Back in Business (surviving a fire)—**Nichols**; Marchp.55
Bankruptcy Buys (buying bankrupt companies)—**Morris, Myers and Shapiro**; Augustp.10
Calling All Employees (employee focus groups)—**Moran**; Julyp.10
Corporate Castaways (acquiring corporate divisions)—**Mandell**; Mayp.50
Fending Off Copycats—**McCune**; Novemberp.28
Fighting for Independents (how to classify independent contractors)—**Davis**; Marchp.29
How Do You Measure Up? (benchmarking)—**Henricks**; Junep.29
How'm I Doing? (seeking employee feedback)—**Harari**; Februaryp.11
New Faces, Old Demands (new union organizing techniques)—**Berman**; Aprilp.11
One Plus One Equals Three (flexible business

networks)— Lipnack and Stamps; August.....	p.49
Responsibility Reaps Rewards (socially-responsible companies)— Davidson; February.....	p.56
There Are No Secrets Here (sharing financial information)— Livingston; November	p.9
Thin Is In (outsourcing)— McCune; May.....	p.30

MARKETING

Back From the Dead (reactivating old customers)— Penta; August	p.15
It's All Who You Know (customer databases)— Henricks; February	p.21
The Price of Peace (building business in the private sector)— Henricks; July	p.19
Satisfaction Guaranteed (service guarantees)— Hart; November	p.19
The Voice of the Customer (customer retention)— Lowenstein; December	p.57
We Are the Champions (creating a customer-driven culture)— Cannie; January	p.31

PERSONAL FINANCIAL PLANNING

Cashing Out Through ESOPs— Englander; October	p.43
Investing in Intangible Assets— Stern; January.....	p.61
Is Your Home-Office Deduction Secure?— Taub; April	p.45
Shades of Green (investing in environmental stocks)— Stern; May	p.62

SALES

Churning the Middle (motivating middle-tier salespeople)— Filip; January	p.16
Dinner for Two (sales contests)— Calvin; July	p.49
Government Services Go Private (privatization of government services)— Nichols; January.....	p.51
Maximum Sales in Minimum Time (seminar selling)— Radin; March.....	p.15
More Feet On the Street (switching to independent reps)— Grant; April	p.20
Taking the Lead (lead management programs)— Lethert; September.....	p.46
The Well-Automated Salesforce— McCune; August.....	p.29
Too Big, Too Few, Too Risky? (dangers of relying on big customers)— Henricks; October	p.49

SECURITY

Handcuffing Employee Theft— Delaney; July	p.29
Weeding Out the Bad Apples (pre-employment tests)— Norred; November	p.58

TRAINING

A Little Education Goes a Long Way (profile of the Will-Burt Co.)— Hogarty; December.....	p.47
Cover Your Bases (cross-training employees)— Rogerson; July	p.60